

Moving Forward Together: *Safe* Care is Our Mission



Choose  **VA**

BUTLER VA HEALTH CARE SYSTEM GENERAL INFORMATION

The Butler VA Health Care System will strive to ensure we meet staff and Veteran needs in a safe environment. We will continue to make your safety a priority. Please feel free to talk to Butler VA staff about our facility screening process and the precautions that we are taking to ensure your safety. As we move forward, we ask for your patience and understanding as we implement our staged plan.

- Face-to-face appointments will be limited per clinic/provider and will be prioritized by clinical need and staggered to promote a safe environment. Telephone and video care visits will continue to be offered as appropriate.
- If you are ill and a Veteran receiving care through the VA, please contact your Primary Care Team or tele-urgent care by **calling 888-266-9040** before coming into the facility. **If you are experiencing serious and urgent concerns, i.e. chest pains, seek immediate medical attention.**
- All Veterans must be screened (answering questions and receiving a temperature check) prior to entry. Veterans who screen positive will be assessed by the COVID-19 response team.
- Veterans may have one care person with them during their visit. No one under the age of 18 is permitted within the Health Care Center or Community-Based Outpatient Clinics. Veterans who require assistance entering the facility at the Abie Abraham VA Health Care Center may contact the Butler VA's Police Department at 878-271-6000 or access one of the Blue Emergency phones in the Health Care Center parking lot. For assistance entering the Community-Based Outpatient Clinics, please contact the clinic directly prior to your appointment to make arrangements for assistance.
- For the safety of all Veterans and staff, **masks or approved face coverings (per the CDC) are required to be worn upon entering the facility.** Veterans who have concerns with wearing a mask are asked to speak with their Primary Care Team prior to coming into the facility. Those who do not have a mask, will be offered a mask. If a Veteran chooses to not wear a mask, he/she will be provided an alternative telehealth option, such as a phone or video appointment.
- Veterans who require labwork for their appointment are encouraged to complete the labwork within 5 days prior to their scheduled appointment unless otherwise directed by the Veteran's Primary Care Team.
- All Veterans, care persons accompanying Veterans, and staff are to be mindful of social distancing, maintaining the 6-foot rule.
- Waiting areas have been reconfigured to promote social distancing. Please do **not** move chairs/tables.

- Veterans and their care person may bring reading material, i.e. magazines, newspapers, with them and should take those items with them when they exit the building.
- The Canteen Cafeteria and Retail Store are open; however, the dine-in option is not available at this time. Refreshments and meals are available to go.
- Community members and organizations may make donations to support Veteran programs and services. All donations are to be coordinated in advance through Voluntary Services. Voluntary Services can be reached by calling 878-271-6960 or 878-271-6957.
- Service Level Advocates (SLA) are available to assist Veterans who have concerns regarding the provision of care within a program. The appropriate SLA can be reached by calling Butler VA's main number at 724-287-4781 and speaking with the switchboard operator or by reporting to the reception desk. The Veteran Experience Officer is available by phone only at 878-271-6577.
- The Veterans of Foreign Wars (VFW) and Disabled American Veterans (DAV) Claim Representatives are not conducting on-site appointments at the Abie Abraham VA Health Care Center at this time. Veterans who have questions concerning an existing claim or wanting to file a claim are asked to contact the regional offices by phone. Please call the VFW at 717-234-7927 and the DAV at 888-604-0234.
- Veterans, please be sure to inform your VA provider if you receive a COVID-19 diagnostic test outside of VA. You may be tested for COVID-19 within the VA. Please consult with your VA provider for additional guidance.
- VA has developed and launched a COVID-19 Chatbot: www.va.gov/coronavirus-chatbot/. This new tool directs Veterans to information and services without requiring a phone call. It includes access to the coronavirus symptom self-checker tool, aligned with the latest CDC advice. The tool provides Veteran-focused FAQ's, information about how Veterans can access VA health care, and other benefits and services. It also provides clear direction to help Veterans connect quickly with someone to talk more about their specific needs.

Useful Links:

- www.cdc.gov/coronavirus/2019-nCoV/index.html
- www.publichealth.va.gov/n-coronavirus/index.asp
- www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx

Please contact the Butler VA's Public Affairs Office at 878-271-6492 or via email at Paula.McCarl@va.gov for any additional questions or concerns.



U.S. Department of Veterans Affairs

Veterans Health Administration
Butler VA Health Care System